

# SAIC Engagement Survey

## GLOSSARY OF TERMS

### A

**Accountability Index** The composite of the mean scores for the three items (C01 - C03) on the survey which assesses the team's experience with the 2007 Employee Engagement process.

**Accountability Items** C01 - I received feedback on the previous employee engagement survey conducted at SAIC.  
C02 - My team participated in an effective action planning session following last year's employee engagement survey.  
C03 - My team has made progress on the goals set during our action planning sessions after the last employee engagement survey.

### C

**Culture of Engagement** A culture where all employees: 1) Understand their role in their organization and know what to do to make the company succeed; 2) Have passion for their job assignment; 3) Are recognized and rewarded for their high standards of performance; 4) Pursue continuous learning with defined career paths.

### E

**Employee Engagement** Reflects the relationship between an employee and his/her colleagues, manager and organization and the level of psychological and emotional commitment an employee has to his/her role and to the performance of the organization.

**Engagement Pyramid** The Q12 questions are grouped into four categories which address: Basic Needs, Individual Contribution, Teamwork, and Growth. The pyramid illustrates the employees' ongoing psychological journeys, which start with basic needs and move to the understanding of their individual commitment and their commitment to the team, and culminate with the individual growth and team innovation.

**Engagement Scores** The average top box response percentages for questions measuring each stage of the Engagement Pyramid

### G

**Gallup 50<sup>th</sup> Percentile** The score in Gallup's overall database (2004 - 2006) above which 50% of all workgroups scored.

**Gallup Q12** The 12 questions that Gallup has consistently found measure the aspects of employee engagement that link to business outcomes.

**GrandMean** The average on a 5-point scale, across Gallup Q12 questions.

**M**  
**Mean** The mathematical average of a set of numbers. In the case of this survey, it is the mathematical average of the scores to the questions on the survey.

**Mean Data Differences** A .2 variance (positive or negative) indicates a meaningful difference.

**O**  
**Overall Satisfaction (Q00)** Tells how content employees are with the overall company as a place to work. Overall Satisfaction is not included in the Overall Workgroup Engagement or GrandMean score.

**Overall Workgroup Engagement (Grand Mean)** Measured by the GrandMean. The higher the score (with a maximum possible score of 5), the more engaged employees are.

**P**  
**Percentile** Percentile is a score location below which a specified percentage of the population falls. For example, in 1998, the tenth percentile of fourth-grade reading scores was 167. This means that in 1998, 10 percent of fourth-graders had NAEP reading scores at or below 167, while 90 percent scored above 167.

**S**  
**SAIC 50<sup>th</sup> Percentile** The score above which 50% of all SAIC workgroups scored.

**SAIC Survey Questions** Questions included on the survey to collect results on SAIC-specific issues. Several questions will be benchmarked against Gallup's client databases, allowing SAIC to compare our overall responses with companies of our size and in some cases, our industry.

**T**  
**Top Box** The percentage of "5" (Strongly Agree/Extremely Satisfied) responses